

## JOB DESCRIPTION: SERVICE DELIVERY DIRECTOR

LINE MANAGER	Chief Executive Officer
HOURS OF WORK	Full time - 37 hours per week. Due to the nature of the role, there is a requirement to be flexible around working hours.
MANAGEMENT LEVEL	Senior Management Team
PAY SCALE	Aligned with JNC scale points 23-28
LOCATION	The Door, currently based at 44-45 High Street, Stroud, GL5 1AN

### OVERALL AIM OF THIS POST:

The Service Delivery Director is appointed to oversee the achievement of The Door's vision by working with the CEO and the Board of Trustees to formulate, implement and review strategic plans and targets. They are responsible for staff leadership, management and continuous professional development throughout the Service Delivery Team, and for directly managing and supervising a team of operational heads, taking overall responsibility for all The Door's service offerings in Youthwork and Intensive Support.

### KEY STAKEHOLDERS

- Chief Executive Officer
- Board of Trustees
- Chief Operating Officer / Operations Director
- Fundraising Team
- Department managers and team leaders
- Illuminate Youthworker
- Paid staff and volunteers
- Young people and families accessing the service
- Statutory Bodies including Youth Support Team, police, Social Care, town/parish, district and county councils
- Other organisations including Young Gloucestershire, TACYT, Sportily, schools, church youthworkers
- Local businesses, churches and individuals

### SPECIFIC DUTIES AND RESPONSIBILITIES

#### WORKING WITH THE CEO & SMT

- Contribute towards setting and managing the annual budget for The Door to be approved by the Board.
- Work with the CEO, Senior Management Team and board to set the strategic vision and direction which can guide The Door in achieving objectives in line with its culture and ethos

- In collaboration with the CEO and SMT, role model leadership of The Door's cultural expression as set out in The Keys document and ensure this is a daily practice for all staff.
- Where required, deputise for the CEO in their absence

#### LEADING AND MANAGING THE DOOR'S SERVICE DELIVERY (INCLUDING ILLUMINATE)

- Ensure that the organisation articulates its corporate philosophy and value base and that these are consistently applied across The Door and in the wider community
- Oversee and liaise with multiple projects by providing leadership to the Service Delivery Team and review and appraise the work of direct reports
- Meet and exceed the demands of holding the NYA Quality Mark for youthwork
- Develop and maintain a strategy for the illuminate service of Christian outreach, providing day to day leadership, spiritual guidance and management of this service.
- Manage and exceed expectations of external contracts, whilst ensuring communication networks are effective, and serve to inspire and inform staff of day-to-day operations and development activities
- Ensure that the successes of the Service Delivery Team are communicated to all staff members
- Ensure that the Service Delivery Team has the resources (human, material and financial) to operate as effectively as possible
- Provide leadership to ensure that robust impact measurement and reporting processes are in place
- Lead the production of all required reports for stakeholders (funders, commissioners, trustees, staff)
- Maximise the potential performance of staff and ensure that it is in keeping with the mission and values of The Door
- Maintain a safe and friendly working environment
- Maintain a full and clear awareness and understanding and regarding all matters of Safeguarding
- Act as a Deputy Safeguarding Lead for the Door
- Support the preparation of tender and fundraising documents for the development and continuation of The Door's services.
- Promote the Christian ethos and Gospel message appropriately to all stakeholders.

#### PROMOTION OF THE DOOR

- Seek opportunities to expand and promote the role of The Door, developing and managing service contracts with external agencies where possible.
- Ensure that The Door is presented in an appropriate and professional manner to its stakeholders, with service outcomes being communicated effectively

#### PERSON SPECIFICATION

#### ESSENTIAL

- Because of the strategic importance of the post as a senior management role jointly responsible for setting and maintaining the essential Christian heart, culture and ethos of the organisation, along with its leadership of the Christian outreach work of Illuminate, there is an occupational requirement for the jobholder to be a practicing Christian
- JNC Professional Qualification, other similar level professional qualification, or significant professional experience
- Experience of leading an organisation or large department
- Budget holding and setting capabilities
- Ability to lead and inspire others
- Ability to create strategic vision, short, medium and long-term action plans and business cases
- Ability to communicate to trustees
- Ability to communicate with external stakeholders
- A Committed Christian with the energy and enthusiasm for communicating the Christian Gospel
- A commitment to personal development and spiritual wellbeing
- Ability to be self-critical and work within a critical challenge peer environment
- Ability to work with and value both non-Christians and Christians from different traditions and backgrounds
- Full driving licence and access to own transport

## DESIRABLE

- Business Management qualification
- Experience of leading or working within a charity or other not-for-profit organisation
- Experience of coordinating safeguarding across an organisation
- Experience of working with people from disaffected backgrounds
- Business networking skills, including public speaking